

## **NH ENHANCED 9-1-1 (E-911) COMMISSION MEETING MINUTES**

**September 6, 2013**

### **Commission Members Present:**

Douglas Aiken, Chairman	NH Association of Fire Chiefs
George Valliere, Vice-Chair	NH Police Officer
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Karen Mead	Senior VP of Operations, FairPoint Communications
Derek Martel	Professional Firefighters of NH
Sandra Teti	Governor's Commission on Disability
Earl Sweeney	Assistant Commissioner, Department of Safety (DOS)
Mark Violette	NH Telephone Association (NHTA)
Jonathan Goldman	NH Emergency Dispatchers Association (NHEDA)
Paul Szoc	NH Federation of Mutual Aid Districts
David Caron	NH Municipal Association
Craig Wiggin	NH Sheriff's Association

### **Commission Members Absent:**

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, DOS
Kevin O'Brien	Chief of Policy & Planning, DOS
Kathryn Bailey	NH Public Utilities Commission (PUC)
James Valiquet	NH Association of Chiefs of Police
Public Member	Vacant
Mobile Telecommunications	Vacant

Carriers Industry	Vacant
NE Cable Telecommunication Assn.	Vacant
Comcast	Vacant

**PARTICIPANTS:**

Bruce Cheney, ENP	Director, NH Division of Emergency Services and Communications (NHDESC)
Peter DeNutte, ENP	Assistant Director, NHDESC
David Rivers	Public Safety Answering Point (PSAP)
	Chief of Operations, NHDESC
Robert Christensen	Administration Manager NHDESC
Sean Goodwin	GIS Administrator, NHDESC
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Services Budget Office
Gina Golden-Silvestro	Cartographer III, NHDESC
Scott Wolfert	Service Manager E9-1-1, FairPoint Communications
Sandra Theeler	Intrado Inc
Paul McLaren	Intrado, Inc
Robert Brown	Information Technology Manager II
Elizabeth Bielecki	Director of Administration, DOS
Steve Kiander	Administrator III, DOS
Allyson Ehrlich-Mitchell	Windstream
Michael Tersmette	Cassidian
Sherry Baker	Administrative Secretary, NHDESC

The NH Enhanced 9-1-1 Commission (Commission) meeting, held at the Dwinell Building 50 Communication Drive, Laconia, NH, was called to order at 11:06 AM by Chairman Aiken.

Chief Aiken acknowledged the recent death of Commissioner Richard Bernard and recognized his active participation on the Commission.

**1. Approval of the minutes of the April 5, 2013 NH Enhanced 9-1-1 Commission Meeting.**

**Chairman Aiken called for approval of the April 5, 2013 meeting minutes. Commissioner Goldman motioned to accept the minutes and Commissioner Szoc seconded the motion. Unanimously approved by those present and voting.**

Asst. Commissioner Earl Sweeney introduced the new Director of Administration, Elizabeth Bielecki. She comes from the Legislative Budget Assistance Office. We welcome her to the Department of Safety.

**OLD BUSINESS**

**2. Director's Report**

**2. A. Report on FY13 Surcharge Receipts (Elizabeth Bielecki, Director of Administration)**

1. Discuss year-to-date expenditures & surcharge
2. Review surcharge and increase projection

**Director Bielecki and Steve Kiander reported the following:**

- Discussion on the Projected Fund Balance Final Closing of FY13.
- Discussion on the one-time Poison Control fund that was paid out of the 9-1-1 fund.

Steve Kiander reported that the Next Generation 9-1-1 (NG-911) Debt services or expenditures are not on the projected balance forward for Fiscal Year 2014.

Commissioner Violette asked if the assumption is that in 2013 there will be no increase to the E9-1-1 surcharge?

Asst. Commissioner Sweeney stated we have just started to collect a surcharge from Voice over Internet Protocol (VoIP) customers. As you are aware, wire lines numbers went down and VoIP lines are going up. We don't know at this point how much revenue VoIP will generate. So, increasing the surcharge at this point would not be a good idea.

Commissioner Caron asked if the Commission is comfortable that the \$3.7M will cover all expenses for NG9-1-1.

Chairman Aiken stated we really don't know what it is going to cost because we don't know what the technology will bring.

Director Cheney stated that they had to pick a number to ask the Legislature to authorize for us to expend for NG 9-1-1. He felt at the time \$3.7M was an educated guess for our needs. We will go back and ask to authorize more once we know what we will need.

Steve Kiander went over the Statement of Appropriation for the E9-1-1 fund.

Asst. Commissioner Sweeney asked if in class 023 there was a transfer of funds? Does that mean we need more money in class 023 or did we take money from there and put it somewhere else?

Steve Kiander reported that is the remaining balance of the appropriation that closes back to the fund.

Asst. Commissioner Sweeney stated that means Director Cheney did very well on keeping his utility expenses down.

Director Cheney stated he received a report last week stating his fuel is down but the electricity is up 1% this year.

Asst. Commissioner Sweeney stated the overtime class seemed very close. Is this because of the tough time we have hiring because of the salaries we offer?

Director Cheney stated yes and that is why he pushed to get 10 part-time positions. If we lose people in our training class, we have part-time people that can be put into a full-time position.

Commissioner Goldman stated class 064 for retirees had only \$10,000 budgeted but \$63,000 was spent. Is that an anomaly for this year?

Steve Kiander stated we have looked at how many people have retired from 9-1-1. We have estimated 6. Per person, the cost is estimated at \$10,000 so we are looking at \$110,000 in the next budget process.

Director Cheney stated that we only have one person who has retired by age and we had that budgeted. We can't anticipate people going out on physical disability and that is why we went over on the budget.

Commissioner Goldman stated that makes sense because you can't account for people going out on disability. He thought retirement should be an easy calculation but it makes sense now.

Commissioner Wood asked if it is anticipated that the Poison Control funding will not be in the E 9-1-1 fund budget in FY 14.

Asst. Commissioner Sweeney stated Poison Control funding is being moved to the NH Department of Health & Human Services.

Chairman Aiken noted an electric bill for Emergency Communications in the amount of \$65,000.00 and asked if we are taking care of the other sites as well.

Director Cheney stated we were taking care of a portion of State Police Dispatch but that has been moved out of the budget.

Vice-Chairman Valliere asked why is class 048 budgeted at \$15,600.00 but spent \$130,775.00?

Steve Kiander stated this is payment for contractual maintenance group which is Jim Minery's group for work and repair on buildings. Director Cheney may know what work was completed.

Director Cheney stated he was not aware of any work being done and why this would be so high.

Asst. Commissioner Sweeney asked if this could be a charged back percentage for maintenance.

Steve Kiander said he would have to go back to the office and look at the detailed ledger and get back to the Commission.

Asst. Commissioner Sweeney stated Steve should get the information back to the Director and then he can pass the information on to the Commission.

Director Cheney advised account 4001 expenses are now being tracked in our office so we hope to get a better handle on it. We have a requested action to 4001 going to Governor and Council for unanticipated expenses such as tower leases, equipment, maintenance contracts, and monitoring systems for the microwaves network.

Asst. Commissioner Sweeney stated we will need someone from State Police to come to the Fiscal Committee meeting and explain.

- Discussion on Surcharge

Vice Chairman Valliere asked if it would be fair to say in the next six months we would have a better read on what we might collect from VoIP.

Steve Kiander stated he would be able to provide a clear figure on the estimated VoIP revenue within the next six months.

Director Cheney stated he has the breakdown on the surcharge in-house if anyone wanted to see the report.

Commissioner Violette asked if the in-house breakdown includes Comcast, Metro Cast or any of the VoIP providers.

Director Cheney stated it only includes Comcast at this time.

Asst. Commissioner Sweeney stated that fortunately we got the law changed that we can charge interest on late payments.

Director Cheney stated ultimately, the bigger concern is collecting from the pre-paid providers.

## **2. B. Report on Data Operations: (Cartographer III, Gina Golden-Silvestro)**

1. Update on Mapping & Database Activities
2. Emergency Notification Activation Request Forms
3. Status on VoIP Companies removing records from the Database and updating their status under the PUC

### **Gina Golden-Silvestro reported the following:**

- The telephone database currently contains approximately 872,000 records
- Partial address conversions have occurred in seven cities and towns affecting a total of 128 lines
- 175 Automatic Location Identification calls where no records were found
- 801 (ALI) discrepancies of which all but 60 have been resolved
- 392 routine address changes
- 1,470 Master Street Address Guides (MSAG) updates
- There are currently no unnumbered telephone records
- Per National Emergency Number Association (NENA) standards, we are currently removing all Stranded Unlocked records over 10 days old
- 2,323 files processed containing over 231,000 transactions. Of these records, over 15,000 records required attention from the Database Section
- There are currently 4,400 Supplemental ALI records in the Supplemental ALI Database

Commissioner Goldman asked if there has been any follow up on Supplemental ALI to make sure they are still valid.

Director Cheney stated every year we assign someone to call all the 4,000 Supplemental ALI customers to make sure the information is current.

- The Mapping Department currently contains approximately 401,000 addressable points
- 43,000 landmark points
- 128,000 road segments
- 13,000 building footprints
- 218 communities in maintenance status
- 4 communities are signing acceptance packages
- Provided 15 communities with updated maps
- 4 new communities
- Multi-Tenant projects in 49 communities, with 30 towns being completed
- As an update from the last meeting, Mapping will complete the conversion to the new version of the GIS data maintenance tools on September 25, 2013.
- Data Operations continues to work on the “Back Office Bounce” project
- Developed a Help Desk for the Emergency Notification System (ENS)
- Developed an ERIS training program for Concord and Laconia
- Developed an ENS sign-in sheet
- Developed an ENS Activation Request form

Director Cheney wanted to state it was the late Commissioner Bernard who pushed to get the unnumbered Telephone Records down to zero. This has been accomplished.

Director Cheney stated that the Multi-Tenant project is critical to the NG9-1-1 project.

Director Cheney stated that Homeland Security Field Representatives are also talking about the ENS when they go to meetings in their designated Towns.

Commissioner Szoc asked if Gina knew when the larger towns will be collected.

Gina stated there are eight towns that have questions but once that is completed, they will be in acceptance. Rochester is very large and we have sent the maps three times to be accepted. We are still working on Rochester. We have towns that have had possession of the maps for over two years and have not accepted them yet.

Director Cheney stated the process gets stuck at the town level because of road name issues.

## **2. C. Report on Administration (Robert Christensen, Administration Manager)**

1. Current Positions Vacancies & Division Organization Enhancements
2. Update on “Challenges with Reclassification and Hiring under NH First”
3. Flight Path Project Coordination for Administration Bureau & Large Division Project
4. Contract Updates, Medical Director
5. Health Excellence Recognition Objective (H.E.R.O.) Health/Wellness Day

6. Public Outreach

**Robert Christensen reported the following:**

- Chief of Planning Kevin O'Brien wanted a snapshot of where our Division is organizationally heading and an accompanying rationale. He asked the other bureau chiefs what they needed and compiled the information and sat down with Chief O'Brien. He has another meeting scheduled for September 19, 2013 with Chief O'Brien. Karen Hutchinson will then take a look at the report before we start the reclassification process.
- Challenges of new software for Human Resources makes posting a job very difficult.
- We have seven vacant positions. The Statewide Interoperability Coordinator (SWIC) position remains unfilled.
- Update on Asst. Director DeNutte's position reclassification. We have passed that forward to the Commissioner's Office. And it has moved to the Department of Personnel. The Commission wanted to move Asst. Director DeNutte to a labor grade 35. The new class specification is based on an Information Technology Manager VI. The state classification only goes up to an Information Technology Manager V. It was Michelle Caraway's thought that we should leave it up to Department of Personnel to conclude what ultimately would be the best way forward. There could be ramifications for other state agencies so it is best to let Department of Personnel determine the classification.
- We are determining the best ways to support the Division's several key missions and we are developing and rolling out the Flight Path Database. He will report on how this is going at the next meeting.
- The FairPoint contract is scheduled to go to Governor and Council on October 2, 2013. It was suggested by Nancy Smith, Attorney General's office, to request two additional extensions of the current contract and Marta Modigliani, the DOS Attorney, concurred by amending the original contract. In the letter to Governor and Council, it states we will issue Request for Proposal (RFP) for a new communications contract within the next two years.
- Dartmouth-Hitchcock Medical Director contract. This is for the Emergency Medical Director consultant for the PSAP. We are trying to get this contract onto the November 6, 2013 Governor and Council agenda. This is a two year contract with up to two one-year extensions. We built in an emergency



allowance of 30 hours over the span of the contract in case of an unanticipated incident such as litigation.

Asst. Commissioner Sweeney asked if the Medical Director is a contractor consultant rather than employee. He suggested that the contract should contain a provision that his medical malpractice insurance will indemnify the State so that we are not liable for the Medical Director's decisions.

Chief Rivers stated our contract is actually with Dartmouth-Medical Center and the Medical Director will remain their employee so he is not a sub-contractor. He is Dartmouth employee so they will cover him.

Asst. Commissioner Sweeney asked what is the cost of the contract.

Chief Rivers stated the cost is about \$13,000.00 per year. The Medical Director is paid \$185.00 an hour and we are paying Dartmouth-Hitchcock what he makes per hour.

- We are very excited about our Health Excellence Recognition Objective (H.E.R.O.) days almost upon us. The first one is on September 27, 2013 in Laconia and the second one is on October 10, 2013 in Concord. It has both a health and wellness focus. And we also want to thank all the employees recognizing their excellent work.
- Wanda Bowers is doing a great job on the public outreach. She is going to strategic places and bringing the message of E9-1-1, supplemental ALI and related information to a lot of these areas. She is coming into one of her busier presentation times of the year. Bob and Wanda have spoken about the message we want to convey. We have sought feedback on how our web-site can support our message. He feels we hit a "home run" on the "Answering The Call" newsletter. The second newsletter is targeted for the first week of January 2014.
- He was invited to Lakes Mutual Fire Aid to teach a class on Leadership and Supervision. This is the second time and it's a positive thing for our Division to connect in this way to local dispatch agencies.
- He is still looking for ways to improve internal communications to assist each section. He is also looking into social media recognizing contents inherent with social media and public sector agencies.

## **2. D. Status on NH VIEWW (Engineering Technician V, Sean Goodwin)**

**Sean Goodwin reported the following:**

- We have generated 61 user accounts across multiple agencies for the secure side of NH VIEWW.
- Initial training has occurred for State Police Communications, Department of Corrections, Homeland Security and Emergency Communications.
- Division of Public Health is using the public component of NH VIEWW to drive mapping applications for their house statistic reporting.
- Governor Hassan was briefed on the NH VIEWW system on August 16, 2013 and it was well received.
- He discussed the new maps for the School Safety & Security Project.
- The Department of Education requested floor plans and they have been sent to the DOS.
- As of July 1, 2013 all high school maps are completed. 52 middle school maps have been created and we hope to finish those by October 1, 2013. All the elementary schools should be completed by January 1, 2014.
- Each set goes to the police chief in the community. One set is also provided to the SWAT commander in that community.

Chairman Aiken asked if there was anything sensitive on these maps that would prevent us from giving them to fire departments.

Director Cheney stated there is nothing sensitive on the maps.

- Since the Boston Marathon Bombing, there has been an interest in Event Menu Mapping for fairs, races, and festivals.
- Sean wanted to inform the Commission that all the GIS mapping work is done in our Laconia facility. The reason it keeps advancing is all the wonderful people we have working here.

Chairman Aiken asked if there is any security in the mapping section and if all the information is backed up.

Director Cheney stated no, there is no security in the mapping section and they would have a hard time trying to get at it. As we start to migrate to NH VIEWW then it will be more protected.

### **3. Bureau of Emergency Communication (9-1-1)**

#### **3. A. Report on PSAP Operations & Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)**

1. Update on PSAP Operation
2. Protocol Compliance Reports

3. Update on TEMSIS Issues
4. Call Transfer Trial Period Update
5. Performance Standards
6. GPS Time Synchronization and Lack of PSAP Times on TEMSIS

**Emergency Medical Dispatch Compliance Statistics:**

- ◆ **99.09% Case Entry**
- ◆ **98.86% Key Questions**
- ◆ **97.42% Dispatch Life Support**
- ◆ **95.87% Chief Complaint**
- ◆ **99.79% Final Coding**
- ◆ **98.08% Total Average**

**Chief Rivers reported the following:**

- Eleven new hires are in training and we have one new hire that knows the protocol so we felt he could go into the PSAP as of September 6, 2013. We feel he will do just fine.
- Received a call from Capt. Willard, Manchester Police Dept. He wanted to thank Agent 114 for her assistance and also to apologize for his Dispatcher's demeanor. There will be a letter of commendation coming soon.
- Dave received a thank you letter from Hampton Fire Department
- Dave received a call from a man who told him that one of our agents saved his life
- He is creating a new template with a consistent view of year-to-date numbers at each meeting. This was not completed in time for this meeting but should be ready to hand out at next meeting.
- We are handling more judge requests and we have just added the Goffstown Court.
- We are getting more involved with the NH Emergency Dispatchers Association. We will be sending one of our training personnel down to Keene in November to teach an APCO certified training for dispatch centers.
- The Dartmouth-Hitchcock Hospital Emergency Medicine Medical Residents are coming in at the end of the month to see how the EMD process works.

- The Scoring Standards are being changed to Performance Standards. A memo in the Commission packets has more information.
- The Data Fields Committee has revised the NH Bureau of EMS (NHBEMS) TEMSIS report form and the final draft is being completed.
- Chief Rivers contacted Chip Cooper, NHBEMS regarding returning the PSAP time onto TEMSIS. Chief Rivers asked if he could receive in writing what the NHBEMS position is. Chief Mercuri, of NHBEMS is reviewing the project. Chief Rivers inquired if it would be a good idea to invite Chief Mercuri to our next meeting.

Chairman Aiken stated we should give Chief Mercuri more time and yes, he is very welcome to come to the next meeting.

- There was concern when we went from three rings to five rings before we transfer calls to the secondary center. There were 250 calls within 22 weeks that had to be transferred to a secondary dispatch center. The number is going down monthly. One agency had 125 of those calls.

Chairman Aiken asked was this because of staffing?

- He and Asst. Director DeNutte will meet with that agency next Thursday. More information will be available at the next Commission meeting.

Commissioner Goldman asked for confirmation that in the twenty two weeks since we started the test 250 calls had to be transferred to the secondary agencies.

Director Cheney stated that in a lot of these cases we transfer the call to the secondary agency only to find out the secondary agency then calls the primary back. We are now checking to see if they even have radio contact between each other.

Commissioner Goldman stated when the "Call Transfer" survey results come back from the Dispatch Centers; we are going to have to really take a look at them. He received his survey and two out of the three he is back up for he can't do.

Chairman Aiken stated the New Hampshire Federation of Mutual Aids is working on a project for inter-center radio communications. They will be meeting to establish the secondary network. This can be discussed at the next meeting.

- The time synchronization between 9-1-1 and dispatch agencies appears to be corrected. Chief Rivers attended a NHEDA meeting in July and asked the dispatch centers if they had any issues with the times and everyone said it was good. He believes our technology staff did a great job fixing the issues.

**3.B. Report on FairPoint Contract (Robert Brown, Information Technology Manager V)**

1. Status on FairPoint contract
2. Frame Relay Network to carrier over Ethernet
3. Study to determine how secondary dispatch centers communicate to responders
4. Education on stand-alone numbers for the towns
5. Next Generation 9-1-1

**Robert Brown reported the following:**

- We received twenty six responses to the “Call Transfers” survey and most of the secondary dispatch centers stated they usually try to call the primary dispatch center back and transfer the call. If the primary is not available, very few secondary centers have radio communications to the units, so they communicate with the primary center via radio.

Director Cheney stated they all have communication capability. They just don’t know how to use it. Training and education is needed.

Chairman Aiken stated this is an interoperability issue and training is number one. This is why we need the SWIC position filled.

Commissioner Goldman stated we may have to re-introduce this whole secondary concept.

- Robert Brown asked if there was anything else the Commission would like staff to do on this secondary issue.

Chairman Aiken stated they should continue to seek the survey results. The Commission may need to address and encourage these dispatch centers to have a plan in place.

Commissioner Goldman asked if Robert Brown could send him the survey so that he can do an e-mail blast with NHEDA. This may get more survey results.

- FairPoint has given us a 5% discount per year on the new communications contract that is going to Governor and Council on October 2, 2013.
- Discussion on how Carrier over Ethernet works and how it will help with NG9-1-1.
- Meeting regarding NG9-1-1 with Commissioner Szoc, Commissioner Wood, Scott Wolfert and Paul McLaren. Focus was on putting an RFP together in the next two years. There is a standard that has been produced. They recommend a phased implementation approach. We also need legislation for the Location Validation Function.

Commissioner Szoc stated we still don't have a dollar estimate for NG9-1-1. He is not sure where funding will come from but there is wireless network funding through FirstNet. Staff feels it is best for NH to pursue an "in-house" NG9-1-1 system.

Paul McLaren introduced himself and is very happy to be working with us on the NG9-1-1 Project. He brings considerable NG9-1-1 expertise to the project.

Chairman Aiken reported information on FirstNet.

A discussion on municipal standalone numbers and if we should educate the communities.

Chairman Aiken advised to keep this item on the agenda for the next meeting.

**C. Miscellaneous Report (Director Bruce G. Cheney, ENP)**

1. Status of \$3.7M reserve for NG 9-1-1
2. Table Top Drill Discussion for NH 9-1-1
3. After Action Review of planned Concord PSAP power shut down
4. VoIP

Director Cheney stated the 3.7M reserve for NG91-1 is only an authorized amount from the legislature. The funds are not in place for this.

Director Cheney advised that Commissioner Barthelmes requested a live test of the 9-1-1 call capacity system. Director Cheney stated he is doing a study with FairPoint on the capacity around the state.

Director Cheney stated the Concord facility was recently shut-down because the NH Department of Transportation had to add a new power source. We sent all calls to Laconia. There were a few issues such as the Internet for Laconia goes through the Concord facility so no Internet was available. There were some other minor issues but, overall, it went well.

Director Cheney would like to have some Commissioners join him and Asst. Commissioner Sweeney to go to the legislature meeting regarding Pre-Paid providers and their need to pay the 9-1-1 surcharge this year.

**4. Communication Maintenance Bureau**

**A. Communication Maintenance (Director Bruce G. Cheney, ENP)**

1. Budget Issues
2. Status of the Statewide Interoperability Communications Coordinator (SWIC)

**5. Bureau of Telecommunication**

**A. Report on Statewide Telecommunication (Kevin Connor, Administrator IV)**

**Director reported the following:**

- ◆ Kevin Connor has provided a packet with the details on the project.

**6. Contractor's Report (Scott Wolfert, FairPoint Communications)**

- A. FairPoint
  - 1. Report on Network
  - 2. North Country Diversity

**Scott Wolfert reported the following:**

- There was fiber isolation between Pittsfield and Epsom which lasted 3 hours and 38 minutes.
- He distributed a sample letter for municipalities educating them on “emergency standalone telephone” procedure and standard operating procedure overview. He is willing to assist the Bureau if they are interested.

Commissioner Violette asked if this sample letter would be from FairPoint or the Bureau. Commissioner Violette represents all the other NH Telephone Association and wants to make sure they understand this letter is going out to all the municipalities.

Director Cheney stated we should give Commissioner Violette a chance to attend one of his association meetings with the draft to see if they have any issues.

- On May 20, 2013, a piece of equipment caused the primary trunk route to the Concord PSAP to go in and out of service. FairPoint busied out the trunk and sent all calls to the Laconia PSAP. This was fixed in 3 hours and 5 minutes.
- On July 19, 2013, a hardware failure occurred in the Manchester tandem. One trunk to one carrier. FairPoint busied the trunk out and found alternate routing until it was fixed. This was due to a piece of FairPoint equipment. Another piece of digital equipment went down from a carrier affecting some wireless carriers, for 13 minutes.
- Discussion on Centrex lines and fiber issues.

**7. New Business**

**Correspondence**

**A. Letter of Commendation**

**B. Thank you Letters**

**C. Emergency Communications Command Vehicle Event List**

**8. Adjournment**

**Chairman Aiken called for a motion to adjourn at 2:50 P.M. Vice-Chairman Valliere motioned to adjourn the meeting and the motion was seconded by Commissioner Violette. Unanimously passed by those present and voting.**

**Next Commission meeting planned for November or December. Date, time and location to be determined.**

---

William Wood, Secretary  
Enhanced 9-1-1 Commission